GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3660
ANSWERED ON:23.12.2004
CLOSURE OF SPECIAL MONITORING CELL
Bisen Shri Gauri Shankar Chaturbhuj

Will the Minister of RAILWAYS be pleased to state:

(a) whether Special Monitoring Cell started in the office of Minister of Railways has been closed down permanently;

(b) if so, the reasons therefor;

(c) the number of complaints/ suggestions received from the common people during the period of the above centre existed; and

(d) the follow-up action taken in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a) No, Sir.

(b) & (c) Do not arise.

(d) The complaints/suggestions are examined and remedial measures are taken wherever considered necessary. Action is also taken against the staff found guilty.